



### **Mobile Call Box Program**

It happens to drivers all of the time, and it never happens at the right time. And with the automobile being the primary mode of transportation for residents of San Diego County, it's bound to happen to you – your car breaks down on the highway.

Whether you run out of gas, or simply have a flat tire on the highway, it can be a stressful and potentially dangerous situation. To insure your safety in the event you need roadside assistance, make sure to follow the following steps:

- Pull over to the shoulder of the road, and use your hazard lights.
- Determine where you are located, either by the nearest exit, highway number, or other landmark.
- Dial 5-1-1 from your cell phone
- When prompted, say "Roadside Assistance."

Through the San Diego Service Authority for Freeway Emergencies (SAFE)'s recently launched new Mobile Call Box program, roadside assistance is accessible through your cell phone. Your call will be directed to the Call Box Answer Center, which will help you to get roadside assistance, and provide services including any necessary transfers to the California Highway Patrol, AAA, Manufacturer Help Line or other sources of assistance.

Instead of walking to the nearest call box, you now have the same services offered through your cell phone and can remain relatively safe in your vehicle. Call Boxes are still operational and available on San Diego freeways and state routes, although the Mobile Call Box program now allows you to access the same service via cell phone.

The SAFE Mobile Call Box program works in conjunction with the San Diego Association of Governments' (SANDAG) 511 Advanced Traveler Information System (ATIS) program, which provides San Diego residents and visitors with information about traffic and public transit throughout San Diego County.